

Contents

Acknowledgments	xi
1 A Bias for Practice: Stories of Improvisation in Governance	1
2 Challenges and Opportunities of Street Level Democratization, Improvisation, and Conflict	11
3 Conflict as a Stage for Improvisation in Governance	29

PROFILES

PART I: COMPLEXITY AND IMPROVISATION IN GOVERNANCE	51
4 Developing Vision to Inform Demolition and Renovation in Vlaardingen's Housing Association: A Profile of Ellen Hiep	53
5 From "Gosh, This Is Really Great—Now I Know What to Do!" to Launching Small Initiatives, Going Step by Step: A Profile of Simen van der Goot	71
6 "And No One, No One, Wants to be Denied," Community Rebuilding After Disaster: A Profile of Joop Hofman	89
PART II: LEARNING TO CHANGE COMMUNITIES	107
7 The Significance of Building Relationships in Neighborhood Work: A Profile of Willem Giezeman	109
8 Community Building in the Face of Distrust: A Profile of Tonie Boxman	127

9	The Evolution of the Amsterdam Think Tanks: A Profile of Mercedes Zandwijken	143
10	Social Imagination and Community Development: A Profile of Frans Geraedts	165
PART III: IMMIGRATION AND CHALLENGES OF DIVERSITY		195
11	On Radicalization and Social Cohesion: The City of Amsterdam's Responses to the Murder of Theo van Gogh Seen Through the Eyes of Marian Visser and Joris Rijbroek	197
12	Challenges of Immigration, Radicalization, and Integration: A Profile of Halim el Madkouri	225
13	On Conflict, Community, and Governance: A Profile of Martien Kuitenbrouwer	241
PART IV: RETHINKING ADMINISTRATION		271
14	Managing Multiple Agency Collaboration and "Multi-problem Families" in Amsterdam: A Profile of Erik Gerritsen	273
15	There's Always a Way Out—and Finding It Together: A Profile of Henri Kardaun	303
16	Making Participation Work—Seeing New Angles and Other Possibilities: A Profile of Douwe Wielenga	323
17	Authors' Conclusion: Situated Practices of Improvisation for Street Level Democratization	345
	Index	365